

LET'S GROW TOGETHER

ONPhA

2016
CONFERENCE
& TRADE SHOW



NOVEMBER 4-6, 2016
SHERATON CENTRE TORONTO
EDUCATION DAY - NOVEMBER 3

REGISTRATION GUIDE

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THANK YOU

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IN 2016 LET'S GROW TOGETHER!



When we share our experiences, explore innovative thinking and work together, new ideas, solutions, and possibilities emerge. The non-profit housing sector is a strong, invested community and with renewed commitment from the provincial and federal governments, we are in an exciting position to gain momentum. As we plan for the future, it is time to harness our collective knowledge!

Our 2016 program features exciting new streams and session formats designed to enhance your conference experience. Sessions have been developed to cater to a variety of learning styles from lectures (Learn), case studies (Share) and hands-on, interactive sessions (Practice and Explore) to deep-dive think tanks (Imagine).

We've also organized this year's programming into five streams that reflect key areas of non-profit housing management: The Basics (fundamental topics for housing professionals), Our Assets (managing your buildings and operations), Our Communities (working with tenants), Our Organizations (building staff, board and volunteer capacity) and Our Future (with a focus on housing sector modernization).

This streamlined approach to our 2016 program will ensure you can seek out the sessions most relevant to your professional development goals.

Our registration guide makes it easy to plan your time at the Conference:

- **Step 1:** Review the sessions listed by stream and format (page 4).
- **Step 2:** Select one session from each session block (coded 100-600). Be aware that some session lengths spill over into the next block.
- **Step 3:** Refer to "Sessions & activities by day" for detailed session descriptions (starts on page 8).
- **Step 4:** View the "Conference at a glance" planner (page 6) to see when your sessions start and finish. Rooms will appear in the Onsite Guide.

Be part of the conversation at the 2016 ONPHA Conference and Trade Show! Let's share our stories. Let's learn from each other. But most of all – **let's grow together** towards our common goals.

REGISTER ONLINE TODAY!

Visit www.conference.onpha.on.ca for our fast and easy-to-use online registration and to stay on top of conference news! Use this website to:

- register and pay online – it's safe and convenient!
- update your conference itinerary
- select your seat for the Gala
- check out our trade show exhibitors
- stay connected with updates, networking opportunities and more!

Register online before **September 16, 2016** for your chance to win a free night at the Sheraton Centre Toronto! Visit www.conference.onpha.on.ca for details.

JOIN THE
CONFERENCE
CONVERSATION!

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EDUCATION DAY

THURSDAY NOVEMBER 3

WHY REGISTER FOR EDUCATION DAY?

Stay up-to-date on changes in the housing sector

Our Education Day program has been designed specifically to help you reach your professional development goals! Featuring in-depth, comprehensive full and half-day courses, we dive deep into essential topics for non-profit housing professionals.

Learn from the experts

The ONPHA conference brings sector experts under one roof. This allows us to deliver education opportunities that wouldn't otherwise be possible.

HOW TO REGISTER FOR EDUCATION DAY?

Go to www.conference.onpha.on.ca for easy and fast online registration for Conference and Education Day courses. Or, select your Education Day courses on the registration form at the back of this guide.

Education Day courses are not included in your conference registration and must be purchased separately. You do not need to register for the conference to attend Education Day.



Questions? Email conference@onpha.org or call 1-800-297-6660

Thank you to our Education Day sponsor for their support of our 2016 program!



SPACE IS LIMITED! Register early to avoid disappointment

| EDUCATION DAY FEES & REGISTRATION <i>*Register for both half-day sessions and get the reduced full-day rate.</i> | Full rate | Housing provider members | Service manager members |
|--|------------------|---------------------------------|--------------------------------|
| E1 Developing your best asset: Human resources (full day) | \$399 | \$169 | \$259 |
| E2 Capital plans that work (full day) | \$399 | \$169 | \$259 |
| E3 Conflict resolution and de-escalation for non-profit housing providers (full day) | \$399 | \$169 | \$259 |
| E4 Past, present and future: Social housing in Ontario (full day) | \$399 | \$169 | \$259 |
| E5 The how to's of rent-geared-to-income (HSA) (half day)* | \$199 | \$89 | \$169 |
| E6 Loss of RGI subsidy: The absolutes and areas of discretion (half day)* | \$199 | \$89 | \$169 |

Full day 9 a.m.–4 p.m. (includes breakfast, lunch and a coffee break)

Half day 9 a.m.–12 p.m. (includes breakfast – lunch can be purchased at additional cost when registering) 1–4 p.m. (includes a coffee break)

SESSION DESCRIPTIONS

E1 Developing your best asset: Human resources

Human resources are one of the most important assets of an organization. As a sector that works primarily with people, it is crucial that non-profit housing boards and senior staff understand how to properly engage with their staff. This full-day session will cover key areas of human resource management, including:

- an overview of the hiring process
- orientation and training
- performance management and reviews
- handling end of employment situations

You will also have the opportunity to discuss and problem-solve with your peers, and practice through independent and group exercises.

Ross Dunsmore, Lawyer, Dunsmore LLP

Reagan Ruslim, Lawyer, Dunsmore LLP

E2 Capital plans that work

This workshop will explore the importance of having a capital plan in place and demonstrate how to develop that plan using existing documents and your own building knowledge. You will have the opportunity to network, practice and ask questions, as well as learn:

- why a capital plan is essential to your organization's success
- how to create and implement a capital plan
- how to gain board support of your plan
- managing the impacts of the capital plan with tenants, and more

Darlene Cook, General Manager and CEO, Peterborough Housing Corporation

E3 Conflict resolution and de-escalation for non-profit housing providers

On a day-to-day basis, non-profit housing organization staff, managers and board members face a range of conflicts. These may include conflicts between staff, board members or managers, with tenants or between tenants, or even conflicts between the broader community and tenants. This full-day, hands-on training session will review the basics of conflict resolution with a focus on de-escalation, setting boundaries and assertiveness.

Melissa Abramovitz, Conflict Resolution and Diversity Consultant

E4 Past, present and future: Social housing in Ontario

This course is designed for people new to the non-profit housing sector or those looking to refresh their understanding of policies, social context and funding programs that impact organizational operations. With a focus on Ontario, this full-day course will introduce you to:

- the history of non-profit housing
- past housing programs and policies
- the future of non-profit housing, and more

Paul Connelly, Consultant, Connelly Consulting Services

E5 The how to's of rent-geared-to-income (HSA)

A tenant on RGI is reporting a change in income – now what? It all comes down to what documents you need and asking the right questions. This half-day introductory course outlines how to request information, how to verify income and the basics of calculating RGI. This course is for housing staff new to, or interested in, RGI administration governed by the *Housing Services Act, 2011*. Participants will work through examples together and leave with useful resources.

Roberta Jagoe, Policy Analyst, Region of Durham's Housing Services Division

E6 Loss of RGI subsidy: The absolutes and areas of discretion

RGI households can lose their rent subsidy any time during their tenancy. Learn more about why this could happen and how to handle it, including:

- where the absolutes of the legislation apply
- when and how to effectively use discretion
- retroactive calculations as an alternative to losing subsidy
- notices and other documentation
- reinstatement of rent subsidy

This course is for experienced RGI administrators, property managers and service manager staff responsible for developing policy, with a working knowledge of the *Housing Services Act, 2011*.

Roberta Jagoe, Policy Analyst, Region of Durham's Housing Services Division

SESSIONS BY STREAM & FORMAT

| SESSION FORMAT |  THE BASICS |  OUR ASSETS |
|---|--|---|
| <p>LEARN Practical knowledge sessions featuring lecture-style presentations.</p> <p>SHARE Case studies that provide examples of projects and/or programs that non-profit housing providers have launched in their communities, and the outcomes of these initiatives. A combination of presentation and group discussion.</p> <p>PRACTICE Interactive learning, which allows attendees to participate in a workshop activity or discussion and receive feedback from their peers and the instructor(s).</p> <p>EXPLORE These take delegates offsite for a tour or site visit. Experience non-profit housing communities first-hand!</p> <p>IMAGINE A deep-dive exploration of challenging issues facing the sector that will be used to inform ONPHA's future work. For experienced housing professionals and board members.</p> | <p>104 Get to know your housing programs</p> <p>109 A landlord's responsibilities under the RTA</p> <p>201 Good governance: How to effectively lead a non-profit</p> <p>209 An introduction to the Landlord and Tenant Board</p> <p>301 Human resources: Trends and best practices</p> <p>304 Show me the money: Finance for boards</p> <p>402 A beginner's guide to pest management</p> <p>410 End of operating agreements: How to prepare and evolve</p> <p>502 Housing Services Act 101</p> <p>504 Avoiding eviction: How to support challenging tenants</p> <p>601 Unit inspections: How, when and why?</p> <p>606 Hoarding: A holistic approach</p> | <p>101 Mind the vacancy gap: Peel Living's 24-hour unit turnover</p> <p>103 From boiler room to boardroom: How natural gas savings can boost your bottom line</p> <p>110 Bus tour: Bringing it local</p> <p>202 Sprinkler retrofits: Meeting changing requirements</p> <p>203 Designing for transformational change</p> <p>310 Green energy efficiency and new technologies in non-profit housing</p> <p>403 Concepts and case studies: Energy efficiency for non-profit housing providers</p> <p>405 Future proofing your housing for accessibility</p> <p>503 Tendering: Tips and best practices</p> <p>507 The Hansen affordable housing development journey</p> <p>602 Creating a road map to affordable housing development</p> <p>603 Lining up the ducks: Energy, occupant satisfaction and environmental performance in affordable multi-unit residential buildings</p> <p>605 Securing the future: Investing fundamentals for housing providers</p> <p>608 Deciding the future of our assets</p> |

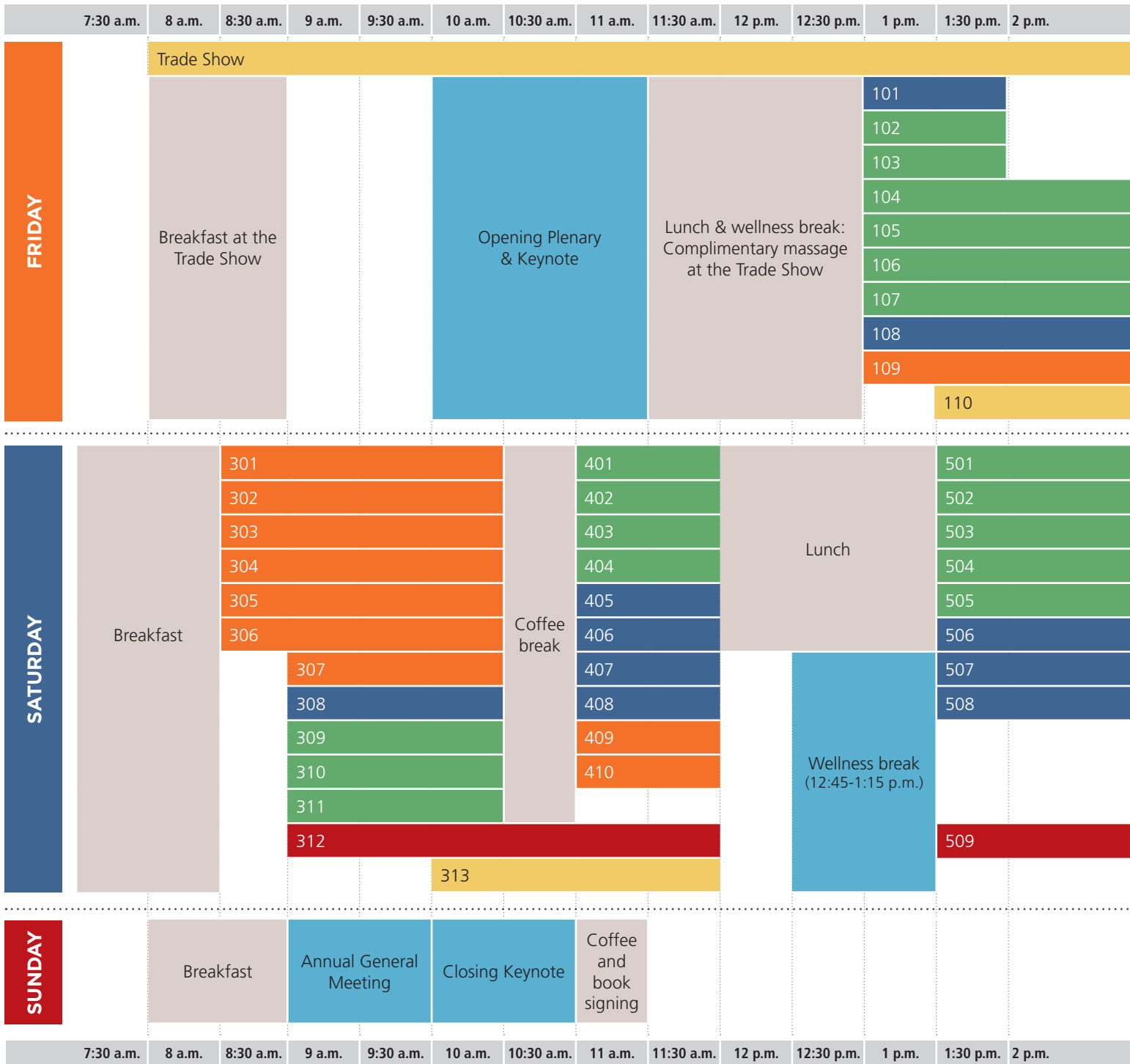
Plan your conference weekend! First, find the streams, formats and sessions that best fit your professional development goals at this year's conference. Pick one session within each block – the 100s, 200s, 300s, etc. – and then find your session times in the "Conference at a glance" on page 6. Detailed sessions descriptions can be found beginning on page 8.

|  OUR ORGANIZATIONS |  OUR COMMUNITIES |  OUR FUTURE |
|--|---|---|
| <p>102 Evaluating your ED: How board members can develop and implement a performance appraisal process</p> <p>105 Learning from each other: RGI housing and social assistance</p> <p>206 A real-world look at technology in social housing</p> <p>302 Advanced governance for boards</p> <p>303 Head lease arrangements: Challenges and options</p> <p>401 Moving past stigma: Creating supportive environments for tenants with mental health issues</p> <p>404 Finance: The top 10 internal controls</p> <p>408 Engaging volunteers: Creating a win-win-win</p> <p>501 Partnerships, shared-services and collaborations</p> <p>505 Are you developing housing? Learn the A-Zs with CMHC</p> <p>604 Financial dashboards and ratios</p> <p>609 Leading non-profit housing into the future</p> | <p>106 The balancing act: Integrating refugees into the non-profit housing community</p> <p>108 Making connections, strengthening tenancies: Creating partnerships for success</p> <p>204 Rebuilding trust within troubled communities</p> <p>208 Aging in place: Helping senior tenants stay at home</p> <p>305 Expect the unexpected: Working with tenants and their families</p> <p>307 Removing barriers for greater accessibility</p> <p>312 Aboriginal housing planning session</p> <p>313 Bus tour: City building at Regent Park</p> <p>409 Breaking the cycle: Helping women succeed in community housing</p> <p>610 Understanding legal capacity and consent</p> | <p>107 Managing rapid growth within small organizations</p> <p>205 Positioning the sector to transform one-time funding into permanent housing solutions</p> <p>207 Looking to the future: Updates on the Long Term Affordable Housing Strategy</p> <p>306 Re-framing complex policy issues as solvable local problems</p> <p>308 The move to the private non-profit housing model</p> <p>309 How to provide individual choice in supportive housing</p> <p>311 Reviews of decisions under the HSA</p> <p>406 Get new stock now!</p> <p>407 Healthy housing, healthy people</p> <p>506 End of debentures: Preparing for the new world</p> <p>508 Promoting economic independence through increased minimum rents</p> <p>509 Planning for the future of permanent supportive housing</p> <p>607 Connecting vulnerable tenants with the right care</p> <p>611 Building sector competencies: Now and into the future</p> |



CONFERENCE AT A GLANCE

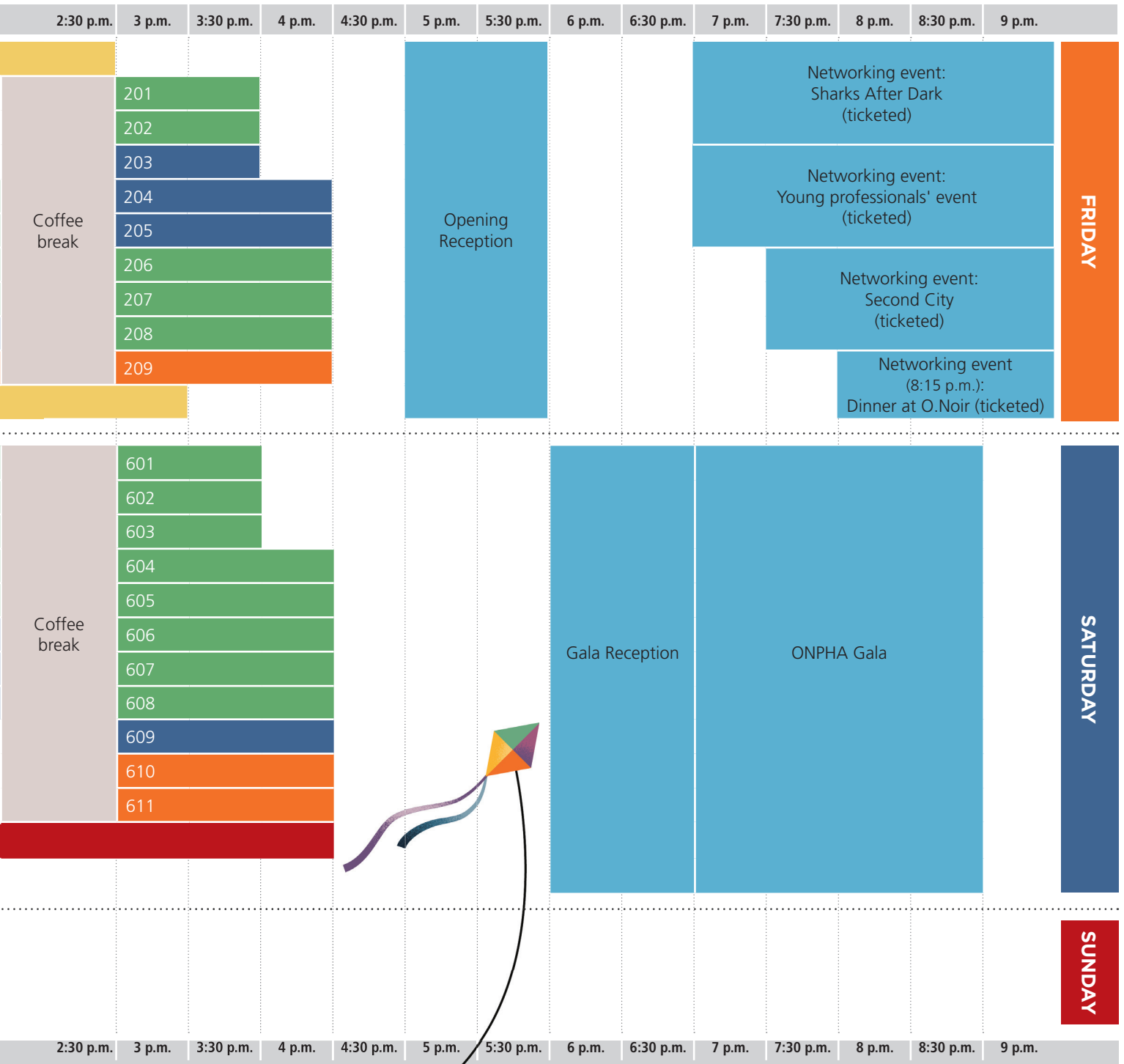
FRIDAY NOVEMBER 4 TO SUNDAY NOVEMBER 6



See detailed listings in **Sessions & activities by day** for more information beginning on page 8.

CONFERENCE AT A GLANCE

■ LEARN
 ■ SHARE
 ■ PRACTICE
 ■ EXPLORE
 ■ IMAGINE
 ■ SPECIAL EVENTS
 ■ BREAKS



SESSIONS & ACTIVITIES BY DAY

FRIDAY NOVEMBER 4

Breakfast at the Trade Show

8-9 a.m.

OPENING PLENARY & KEYNOTE

10-11:30 a.m.

The conference officially kicks off at the Opening Plenary!

Hear an overview of ONPHA's work from Board President Meg McCallum and join us in welcoming the **Honourable Ted McMeekin**, Minister of Municipal Affairs and Housing, who will provide delegates with updates from the Province.



We will also announce and celebrate the recipients of the 2016 Kathleen Blinkhorn Aboriginal Student Scholarship and the Award for Excellence. Our scholarship, sponsored by Union Gas, is awarded annually to five Aboriginal students living in non-profit housing, to assist with their post-secondary education. The Award for Excellence, sponsored by Prentice Yates & Clark, Chartered Professional Accountants, honours a non-profit housing organization that responds to tenant and/or community needs with imagination and insight.



As our opening keynote, we are excited to welcome **Richard C. Gentry**, president and CEO of the San Diego Housing Commission (SDHC).

With nearly 44 years of experience in affordable housing and community development, Mr. Gentry leads an agency with more than 275 employees, an annual budget of \$325 million, more than 3,000 SDHC-owned/managed housing units, and 15,000 low-income families that receive federal rental assistance.

As an affordable housing developer, investor and lender, SDHC has directed more than \$1 billion in loans and bond financing since 1981 to help create more than 16,000 affordable housing units. In addition, Mr. Gentry committed SDHC as one of only 39 federal "Moving to Work" agencies, out of 3,400 public housing authorities nationwide, which provides SDHC the flexibility to implement new programs to provide housing assistance in the city of San Diego.

Mr. Gentry was also the visionary in developing HOUSING FIRST – SAN DIEGO, SDHC's three-year Homelessness Action Plan (2014-17), which includes The 1,000 Homeless Veterans Initiative to provide housing opportunities for a thousand homeless Veterans within one year (March 2017).

Sponsored by  Ontario

Lunch & wellness break 11:30 a.m.-1 p.m.

Complimentary massage at the Trade Show

Treat yourself during the lunch break with a complimentary massage on the Trade Show floor. Our registered massage therapist will ease away any tension to keep you fresh and relaxed for the afternoon's sessions. Sponsored by Community First Developments Inc.



Sessions

1-2 p.m.

101



SHARE

**Mind the vacancy gap:
Peel Living's 24-hour unit turnover**

Peel Living has refined their unit turnover process, reducing vacancy from three days to 24 hours. With over 700 unit turnovers a year, this has led to considerable savings and has greatly eased the transition for incoming tenants. Discover the strategies Peel Living has adopted from private sector rental companies, and walk through their turnover plan. Plus, delegates will learn the best practices for finding rent-geared-to-income (RGI) and market-rate tenants, and how to draft their own 24-hour turnover plans.

Bruno Colavecchia, Manager,
Residential Operations, Peel Living

Mary Jo MacCrae, Manager, Resident Services,
Peel Living

102



LEARN

**Evaluating your ED: How board
members can develop and implement a
performance appraisal process**

A recent study by CompassPoint revealed that 45 per cent of executives do not have an annual performance review. Join the executive director and board president of Options Bytown, a small supportive housing organization, to learn how they successfully implemented a performance appraisal process with the help of volunteers. This presentation is geared towards board members and executive directors, who are welcome to share their experiences and questions with the group.

Lorraine Bentley, Executive Director,
Options Bytown Non-Profit Housing Corporation

Natasha Poushinsky, President,
Board of Directors, Options Bytown Non-Profit
Housing Corporation

103



LEARN

**From boiler room to boardroom:
How natural gas savings can boost
your bottom line**

Sound capital investments are based on a well-developed business case, and it's a compelling business case that gets key decision makers on board. Ready to gain approval on your retrofit project? Learn how to secure buy-in with a persuasive presentation that showcases the wide range of valuable incentives, attractive ROIs, and payback scenarios that quickly make retrofit projects a priority.

Sponsored by  **ENBRIDGE**
Life Takes Energy™

Sessions

1-2:30 p.m.

104



LEARN

Get to know your housing programs

New to the Ontario non-profit housing sector? This session provides the overview you need. Learn basic information about the different housing programs currently operating in Ontario, including the *Housing Services Act, 2011*, Section 95 and 26/27 providers, the Investment in Affordable Housing programs and more.

105



LEARN

**Learning from each other:
RGI housing and social assistance**

The eligibility rules for social assistance and RGI housing are both similar and sometimes very different. This panel discussion will provide a high-level overview of Ontario Works (OW) and Ontario Disability Support Program (ODSP); a comparison to eligibility rules for RGI housing; the impact of income on RGI and social assistance; examples of RGI tenants on OW or ODSP; and best practices for communications.

Roberta Jagoe, Policy Analyst,
Region of Durham's Housing Services Division

Charlene Jardine, ODSP Manager, Ontario
Disability Support Program – London

Laura Simpson, Housing Administrator,
Housing and Property Services Department,
Regional Municipality of Peel

Kim Verkuil, Program Manager, St. Thomas -
Elgin Ontario Works

106



LEARN

**The balancing act: Integrating refugees
into the non-profit housing community**

Finding an affordable home is difficult for many families – but it can be especially challenging for new refugees. How can we balance the housing needs of refugees and people seeking asylum with those of the rest of the population? What are the unique barriers that these groups face, and how can systems be improved to better respond to their needs? A panel of experts will address these and other questions in an interactive, lively discussion.

Douglas Bartholomew-Saunders,
Commissioner, Community Services,
Region of Waterloo

Debbie Hill-Corrigan, Executive Director,
Sojourn House

Debbie Douglas, Executive Director,
Ontario Council of Agencies Service Immigrants
(moderator)

Sessions (continued) **1-2:30 p.m.**

107 **Managing rapid growth within small organizations**



LEARN

Both OCISO Non-Profit Housing Corporation and Multifaitth Housing Initiative recently experienced large expansions in a short period that more than tripled their organizations' number of units. During this session, representatives from both organizations will discuss operations, governance and administration of small housing organizations before and during a period of rapid growth. The discussion will also touch on best practices in preparing for this period and how to mitigate potential issues before they occur.

Marie-Josée Houle, Executive Director, OCISO Non-Profit Housing Corporation

Suzanne Le, Executive Director, Multifaitth Housing Initiative

108 **Making connections, strengthening tenancies: Creating partnerships for success**



SHARE

Connecting tenants with community services is a common strategy for helping them to achieve successful tenancies. How housing providers are able to make those connections often depends on the human and financial resources of their organization and the community partners around them. Join us to learn how large and small organizations are working with tenants and community-based supports to help create successful tenancies. Presenters will explore different partnership approaches, talk about issues such as risk management and building trust with tenants, and share the successful outcomes their partnerships have helped create.

Simone Atungo, Vice President, Resident and Community Services (Acting), Toronto Community Housing

Sulekha Jama, Manager, Resident Access and Support Services, Toronto Community Housing

Sophia Makridis, Community Relations Coordinator, Halton Community Housing Corporation

Ron Shantz, Executive Director, Chartwell Baptist Community Homes Inc.

109 **A landlord's responsibilities under the RTA**



PRACTICE

Get the big picture as a social housing landlord under the *Residential Tenancies Act, 2006* (RTA). In this introductory session, participants will explore basic RTA definitions, the rights and obligations of a landlord, the exemptions from the RTA that apply to social housing, offences under the RTA, tenancy agreements and more.

Laura Clark, Lawyer, Ottawa Community Housing

Sessions **1:30-3:30 p.m.**

110 **Bus tour: Bringing it local**



EXPLORE

Can the financial and policy innovations that the City of Toronto uses to embed affordable units in market buildings be adapted to smaller markets? Is it possible to persuade local governments that affordable housing is an economic gain, not a cost? The answer to both questions is a resounding 'yes!' according to Toronto's Director of Affordable Housing, Sean Gadon. In this tour, visit several projects that demonstrate promising approaches and innovations in affordable housing and learn how Gadon developed the deals.

Sponsored by  CMHC SCHL

Coffee break **2:30-3 p.m.**

Sponsored by Coinamatic & Infrastructure Ontario



Awarded annually to five Aboriginal students living in non-profit housing to assist with their post-secondary education costs.

ONPHA

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A Spectra Energy Company

Presented at the Opening Plenary
KATHLEEN BLINKHORN
ABORIGINAL STUDENT
SCHOLARSHIP



THE BASICS



OUR ASSETS



OUR ORGANIZATIONS



OUR COMMUNITIES



OUR FUTURE

Sessions

3-4 p.m.

201 Good governance: How to effectively lead a non-profit

LEARN

Help lead your organization on a path to success! Join us for an introductory overview on governance best practices with a focus on the basic requirements for non-profit boards. Learn the general role of a board of directors, as it relates to strategic planning, policies and procedure and general financial management.

Isaac Coplan, Education Services Coordinator, ONPHA

202 Sprinkler retrofits: Meeting changing requirements

LEARN

Changes to the *Fire Code, 2014* require the retrofit of automatic sprinklers in all vulnerable occupancies, which include care occupancies, care and treatment occupancies and licensed retirement homes. Find out about phase-in deadlines for sprinkler systems and other requirements as well as considerations for planning your retrofit.

Jean Dostaler, Director, Asset Management Operations, Ottawa Community Housing
Representative from Onyx-Fire Protection

203 Designing for transformational change

SHARE

Crime Prevention Through Environmental Design (CPTED) is often used to reduce the fear and incidence of opportunity crime, but a fully implemented CPTED also has the ability to influence desired behavior. Learn how Peel Youth Village used CPTED to transform a problem-plagued youth shelter and community centre into a place where homeless youth want to live and community members want to play, increasing everyone's quality of life and sense of community.

Tom McKay, Constable, Peel Regional Police
Lina Termini, Manager, Supportive Housing In Peel (SHIP), Peel Youth Village and Angela's Place



Sessions

3-4:30 p.m.

204 Rebuilding trust within troubled communities

SHARE

Community safety is an ongoing issue in many social housing communities. Despite concerns about safety, challenging relationships between the police and residents often limit or prevent collaboration amongst housing providers, residents and the police. In this session, discover how two housing providers created safer and more engaged communities: Ottawa Community Housing through working directly with residents, and the Housing Commission of the County of Los Angeles (HACLA) with the police. Both strategies have empowered residents to take ownership of their communities resulting in positive growth.

Nathan Hoedeman, Manager of Community Safety Services, Ottawa Community Housing

Joel Lopez, Community Safety Partnership Manager, Housing Authority of the City of Los Angeles

Sergeant II Emada E. Tingirides, Los Angeles Police Department

205 Positioning the sector to transform one-time funding into permanent housing solutions

SHARE

Learn how fellow housing professionals are leading change and transforming the sector! Building from recent discussions amongst sector leaders through CIH Canada (Chartered Institute of Housing) and Housing Partnership Canada, this session will explore exciting initiatives being undertaken across Canada, including scaling up, opportunities for regulatory changes and fostering entrepreneurship. Through the example of the proposed Canadian Housing Bank, this panel of thought leaders will also explore opportunities for the creation of sector-based solutions and alternative sources of funding.

Stephen Giustizia, Manager of Housing Services, City of London

Don McBain, Executive Director, Ontario Aboriginal Housing Support Services Corporation

Shayne Ramsay, CEO, BC Housing

Sessions (continued)

3-4:30 p.m.

206 A real-world look at technology in social housing



LEARN

What impact does technology have on an organization? Is the investment in mobile technology warranted? Engage directly with industry leaders in the social housing sector who have successfully adopted technological solutions and find out which solutions could best enhance your operations. Walk away with a greater understanding of what technologies will be available in the future to streamline your operations and empower your team.

Sponsored by YARDI

207 Looking to the future: Updates on the Long Term Affordable Housing Strategy



LEARN

In the spring, the Province released its updated Long Term Affordable Housing Strategy (LTAHS), which proposes changes for Ontario's non-profit housing sector and commits to ending chronic homelessness by the year 2025. In this session, the Province will build on what we learned during the 2016 ONPHA Regional Meetings and share the steps they've taken to implement the Strategy, its efforts toward addressing homelessness, what the sector can expect to see in the coming year, and their vision for the future of affordable housing and homelessness in Ontario.

208 Aging in place: Helping senior tenants stay at home



LEARN

Non-profit housing communities are home to a growing number of elderly residents. These senior tenants have unique challenges, and often require their own system of supports in order to successfully age in place. Participants will receive an overview of ONPHA's recent research into the support needs of low-income seniors in Ontario, as well as examples of successful strategies that housing providers have put in place to support their senior tenants.

Wyndham Bettencourt-McCarthy, Policy & Research Coordinator, ONPHA
Steve Clay, Community Development Manager, Ottawa Community Housing

209 An introduction to the Landlord and Tenant Board



PRACTICE

The Landlord and Tenant Board (LTB) was established under the *Residential Tenancies Act, 2006* (RTA) to provide information to landlords and tenants about their rights and responsibilities under the RTA, and to settle disputes. This introductory session will help participants understand the LTB's processes, rules, practice directions and interpretation guidelines; the correct forms for each type of termination of tenancy; filing an application; mediation; hearings; and orders and enforcement. Learn from a housing professional who appears regularly at the Landlord and Tenant Board.

Laura Clark, Lawyer, Ottawa Community Housing

90% of ONPHA members take advantage of **exclusive discounts** on the products and services they need

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 Best Deals Coordinator
 416-927-9144 x106
 1-800-297-6660 x106
leah.beck@onpha.org



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THE BASICS



OUR ASSETS



OUR ORGANIZATIONS



OUR COMMUNITIES



OUR FUTURE

OPENING RECEPTION



5-6 p.m.

Relax after the first day of the Conference and catch up with new and old friends at the Opening Reception. Enjoy live entertainment, free hors d'oeuvres and a cash bar as you mix and mingle.



NETWORKING EVENTS

7-11 p.m.

New in 2016 – enjoy a night out on the town with your peers! We have organized group activities at discounted rates so you can enjoy your Friday night in Toronto. Start and end times plus costs vary so pick the activity that best fits your schedule and budget.



Sharks After Dark | 7 p.m.

Get lost in the magical underwater world of Ripley's Aquarium, which hosts over 16,000 aquatic animals and North America's longest underwater viewing tunnel. The night begins at 7 p.m. and you are welcome to stay until closing time at 11 p.m. Cost: \$22.48 + HST.

Young professionals event | 7 p.m.

Grab some grub and drinks with fellow emerging professionals in the non-profit housing sector, a casual and fun way to connect with your peers. Food and drink available for purchase at venue.

Second City | 7:30 p.m.

A classic Toronto hot spot! Enjoy an improv comedy show on the famous Second City mainstage, which has hosted such comedic celebrities as Dan Ackroyd, Martin Short, Gilda Radner and more! You're in for a night of laughter. Show starts at 7:30 p.m. Tickets are \$26 + HST. Dinner and drinks are available at an additional charge at the venue.



Dinner at O.Noir | 8:15-10 p.m.

Experience a culinary journey like no other at **O.Noir**, the "eat-in-the-dark" restaurant. This unique restaurant seats and serves patrons completely in the "dark" to not only provide them with a culinary adventure but also a greater understanding of what it's like to be blind. You will be served a delicious two-course or three-course meal by a member of O.Noir's visually-impaired wait staff and without sight, your other senses will be amplified to turn food into a whole new experience! We have made a reservation at 8:15 p.m. – reserve now, seats are limited! Cost: \$38-\$46 + HST (gratuity included). Drinks are an additional charge and can be purchased at the venue.



TRADE SHOW & EXHIBITORS

FRIDAY NOVEMBER 4 | 8 a.m.-3 p.m.

ONPHA's Trade Show is your one-stop shop for all the supplies and services you need! Hosting more than 70 exhibitors, this is your chance to meet face-to-face with vendors and discover the latest innovations to help with your property management, maintenance, and administrative needs. Get ready to have all your housing questions answered!



2016 EXHIBITORS (TO DATE)

Accent Building Sciences Inc.
CMHC
Coinamatic
Dome Carpet Sales & Supplies
Enbridge Gas Distribution
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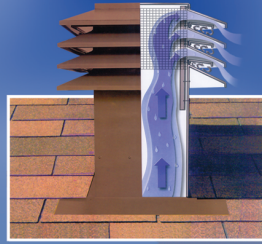
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SESSIONS & ACTIVITIES BY DAY

SATURDAY NOVEMBER 5

Breakfast 7:30–8:30 a.m.

Sessions 8:30–10:30 a.m.

301 **Human resources: Trends and best practices**



PRACTICE

Human resources are an organization's most important asset, yet they don't always get the attention they deserve. Whether you are a board member, director or manager, it is important to stay ahead of the curve! Get the introductory overview you need, and explore current trends, challenges and best practices for human resource management.

Ross Dunsmore, Lawyer, Dunsmore LLP

Reagan Ruslim, Lawyer, Dunsmore LLP

302 **Advanced governance for boards**



PRACTICE

Sector modernization and social housing transformation are the new terms many providers will begin to hear in the coming years. As a non-profit housing board member, are you ready? Are you getting the right information? Are you asking the right questions? Governance expert Suzanne Gibson will guide and prepare you in this fast-paced, practical session.

Suzanne Gibson, Consultant,
Suzanne Gibson & Associates

303 **Head lease arrangements: Challenges and options**



PRACTICE

With the increase in rent supplements, many providers are turning to private sector landlords to offer affordable housing. Recently, the Landlord and Tenant Board determined that the relationship between social housing and private sector landlords is a commercial tenancy. This decision has, and will continue to have, a far reaching impact on head lease arrangements. Engage in a discussion about the decision, options for addressing it and potential next steps.

Michelle Coombs, Manager, Member Services,
ONPHA

Doug Levitt, Founding Partner,
Horlick Levitt Di Lella LLP

304 **Show me the money: Finance basics for boards**



PRACTICE

With a focus on practical information, board members will have the opportunity to learn what they need to know about managing non-profit finances, including how to read financial statements, review monthly reporting and learning to ask the right questions.

Liza Gowe, Finance, HR and Office Services
Coordinator, ONPHA

305 **Expect the unexpected: Working with tenants and their families**



PRACTICE

Learn how landlords should prepare for the unexpected (e.g., death of a tenant, mental health crisis). Using case studies, this session will cover: a landlord's role and responsibilities; best practices when working with tenants, their families and/or support agencies; the role of the Office of Public Guardian and Trustee (OPGT) and how to engage local support services.

Robert Abbatangelo, Senior Manager,
Housing Services, COTA Health

Lauren Blumas, Lawyer, Iler Campbell LLP

Alice Radley, Executive Director,
Physically Handicapped Adults' Rehabilitation
Association (P.H.A.R.A.)

306 **Re-framing complex policy issues as solvable local problems**



PRACTICE

Learn how to move the conversation about today's complex housing challenges from treating symptoms to mobilizing real change within community systems. Using the issue of vulnerable tenants as a case study, participants in this workshop will practice problem finding and framing using a systems approach, and developing collaborative, practical opportunities and solutions that are place-based and client-centered.

Katie Ablett, Senior Consultant, SHS Consulting

Adrienne Pacini, Research and Policy Analyst,
SHS Consulting

Christine Pacini, Partner, SHS Consulting



Sessions

9–10:30 a.m.

307 Removing barriers for greater accessibility

PRACTICE

Gain a greater understanding of people living with disabilities. Explore a practical understanding of accessibility barriers, physical and other, and discover how your organization can proactively remove such barriers to create a more accessible space for your tenants.

Fran Odette, Educator in social justice

308 Adapting entrepreneurial models in public housing

SHARE

Ontario's Long-Term Affordable Housing Strategy speaks to social housing modernization with a view that it must evolve to become more business-like and entrepreneurial. Does that mean abandoning mission in favour of profitability? Rick Gentry, CEO of the San Diego Housing Commission would say "absolutely not" and that both need to co-exist. The challenge is selectively and effectively adapting private sector practices to achieve social objectives. Learn how Gentry helped transform a public housing authority into a dynamic, progressive agency by optimizing public assets and subsidies to expand and improve housing for San Diego's needy families.

Richard C. Gentry, President and CEO, San Diego Housing Commission

309 How to provide individual choice in supportive housing

LEARN

Individual choice and control of support received are increasingly common themes in Ontario social policy. But how can we offer applicants choice? Building on delegate feedback from the 2015 ONPHA Conference, the Toronto Mental Health and Addictions Supportive Housing Network has developed a model that will allow applicants to choose the types of housing assistance and support they need and connect them with these services. Learn how this model was developed and the difference it can make to supportive housing.

Rochelle Goldman-Brown, Executive Director, Chai-Tikvah Foundation

Leslie McDonald, Executive Director, Habitat Services

Noel Simpson, Executive Director, Regeneration Community Services

Jean Stevenson, Executive Director, Madison Community Services

Brigitte Witkowski, Executive Director, Mainstay Housing

310



LEARN

Green energy efficiency and new technologies in non-profit housing

Non-profit housing providers are increasingly pursuing green energy options for their buildings and introducing retrofits to reduce energy consumption levels. While reducing costs and benefitting the environment, these efforts also demonstrate how non-profit housing can be innovative and lead social change. Hear from three housing organizations about the investments they have made in energy efficiency and green design, and how the results have paid off.

Dan Dicaire, Energy Efficiency and Sustainability Officer, Ottawa Community Housing

Lisa Ker, Executive Director, Ottawa Salus

Jim Steele, CEO, Windsor Essex Community Housing Corporation

311



LEARN

Reviews of decisions under the HSA

Service managers are required to set up a system under the *Housing Services Act, 2011* to handle reviews of RGI-related decisions. Join a panel of service managers (large and small) from across the province to learn about their local review/appeal process, what shaped their system, trends or patterns in requests and how the system may evolve in the future.

Carol Barber, Programs Manager, Housing Services, Cochrane District Social Services Administration Board (CDSSAB)

Paul Chisholm, Project Director, Access to Housing, City of Toronto

Lisa Goodfellow, Senior Program Administrator, Social and Affordable Housing Unit, City of Ottawa

Roberta Jagoe, Policy Analyst, Region of Durham's Housing Services Division

Sessions

9 a.m.–12 p.m.

312



IMAGINE

Aboriginal housing planning session

Join ONPHA's Urban Aboriginal Housing Advisory Committee for our annual interactive session on the future of urban Aboriginal housing in Canada. The session will discuss new and innovative approaches to Aboriginal housing, and the challenges and opportunities surrounding the end of operating agreements. There will be an opportunity for collaboration and round-the-room discussion.

Wyndham Bettencourt-McCarthy, Policy and Research Coordinator, ONPHA (moderator)

Sessions 10 a.m.–12 p.m.

313 Bus tour: City building at Regent Park



EXPLORE

Tour the Regent Park community with Daniels' Corporation Vice President of Development, Remo Agostino, and leaders from Toronto Community Housing's development team. With nine active construction sites, 2016 will be the biggest year yet in the transformation of Regent Park. See the stunning Daniels Spectrum, the Regent Park Aquatic Centre, as well as social housing and market projects. Learn about the strategy for building community and the roles played by retail, destination venues, good roads and lighting.



Coffee break 10:30–11 a.m.

Sessions 11 a.m.–12 p.m.

401 Moving past stigma: Creating supportive environments for tenants with mental health issues



LEARN

Meeting the different support needs of your tenants requires different approaches. This session will explore the realities of living with mental health challenges, and what this means for both tenants and housing providers. Learn best practices and strategies for building supportive environments for tenants experiencing mental health challenges. Also, work through realistic tenant scenarios to build your skills, understanding and confidence in meeting tenants' needs.

Carol Majors, Property Service Manager, Supportive Housing in Peel (SHIP)

Shereen Rampersad, Central Intake Manager, Supportive Housing in Peel (SHIP)

Maryanne Smallwood, Tenant Relations Manager, Supportive Housing in Peel (SHIP)

402 A beginner's guide to pest management



LEARN

Are you implementing a new pest management program? Do you need a refresher on the basics of integrated pest management? Gain knowledge from an industry veteran and start your organization down the path to a sustainable strategy for dealing with those invasive critters.

Richard Grotsch, Manager, Integrated Pest Management, Toronto Community Housing

403 Concepts and case studies: Energy efficiency for non-profit housing providers



LEARN

Union Gas understands that to be green and stay in the black, non-profit housing providers need to closely monitor energy use, invest in energy efficiency and take advantage of valuable rebates and incentives. They are committed to helping housing providers make positive environmental choices, conserve energy and save money. This session will identify new opportunities, showcase success stories and discuss new technologies.

Scott Clark, Marketing Specialist, Energy Conservation and Low Income Marketing, Union Gas Limited



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404 Finance: The top 10 internal controls



LEARN

Learn what to look for in your accounting department! This advanced finance session for boards of directors will outline the top 10 financial reporting and internal controls that can benefit non-profit housing providers.

Derek Stevens, Steve Kirkham C.A. Professional Corporation

405 Future proofing your housing for accessibility



SHARE

Be proactive with your building renovations! Accessibility is more than just being "up to code." Inclusive design is your way to future-proof your properties and ensure it not only meets legislative requirements, but also improves tenant experience and reduces costs over the long term. Join Adaptability Canada as they explore why incorporating an inclusive design strategy within your general renovation plans promises long-term savings and increased tenant satisfaction.

Jeff Wilson, Founder and CEO, Adaptability Canada



Sessions (continued)

11 a.m.–12 p.m.

406 Get new stock now!

SHARE

Limited new affordable rental housing has led many communities to develop rent supplement programs to meet the growing demand for housing assistance. But is this the best use of scarce resources? The Region of Peel has purchased resale condominiums as an affordable way to increase housing supply and provide immediate relief to applicants. Discover why the Region developed this strategy, how they're managing these new scattered units and what lessons they've learned along the way.

Brett Barnes, Advisor, Housing System and Development, Region of Peel

Sue Ritchie, Manager, Human Services, Region of Peel

Laura Tribble, Specialist, Housing and Property Services Department, Region of Peel

407 Healthy housing, healthy people

SHARE

The relationship between housing and health is well known, but the provincial health and housing systems don't always work well together to achieve successful outcomes. To improve this dynamic, the North East Local Health Integration Network (North East LHIN), one of the largest in Ontario, has consulted health and housing stakeholders, the community sector and northerners to develop an innovative health and housing strategy for northeastern Ontario. Learn more about the strategy, how it was developed and the milestones that the North East LHIN wants to achieve by 2019.

408 Engaging volunteers: Creating a win-win-win

SHARE

Last year, Ottawa Community Housing (OCH) engaged over 1,000 volunteers to complete maintenance and beautification projects in many of their 160 communities. Volunteers are a much valued ingredient in OCH's formula for creating vibrant communities where people want to live, work and play, and they have valuable skills and resources that can be accessed by housing providers of all sizes. By understanding what motivates volunteers and aligning with the needs of your communities, you can create a win-win-win for your organization!

Angela Begin, Volunteer Engagement Coordinator, Ottawa Community Housing

409 Breaking the cycle: Helping women succeed in community housing

PRACTICE

Women experiencing homelessness and complex addiction issues face tremendous challenges in accessing and maintaining stable housing. They often have frequent contact with the criminal justice system, face removal of their children and are considered frequent users of high-cost emergency services. Mainstay Housing runs a program to assist women with accessing quality affordable housing, integrated housing and clinical supports, and a rich basket of services to help them achieve stable housing and an improved quality of life. After three years, the program resulted in 75 per cent of women continuously housed in the same place, 85 per cent reduction in unplanned emergency department visits, 100 per cent of women linked to primary care and 50 per cent reduction in social isolation. Learn how Mainstay implemented this program and achieved such high success.

Katherine Salinas, Manager, Tenant and Member Services, Mainstay Housing

410 End of operating agreements: How to prepare and evolve

PRACTICE

The end of operating agreements (EOAs) presents both challenges and opportunities for non-profit housing providers. Are you EOA ready? Explore the basics of planning and learn how to best prepare for your organization's EOA.

Gabriel Lawrence, Finance Manager, Ecuhome Corporation

Lunch**12–1:30 p.m.****Wellness break****12:45–1:15 p.m.**

Restore and rebalance your energy at our free yoga break! Stretch, strengthen and recharge and leave feeling refreshed and ready for the afternoon.

Sessions

1:30–2:30 p.m.

501 Partnerships, shared-services and collaborations

LEARN

In order to operate sustainably for the long term, non-profit housing providers need to think creatively. Over the last couple of years, East Kiwanis Non-Profit Homes and Victoria Park Community Homes have worked together on a number of initiatives with great success. Join them as they discuss the benefits of strategic partnerships and shared services, and their experience of working successfully together.

Lori-Anne Gagne, Executive Director,
Victoria Park Community Homes

Brian Sibley, Executive Director,
East Kiwanis Non-Profit Homes

502 Housing Services Act 101

LEARN

The purpose of the *Housing Services Act, 2011* is to provide for more flexible, community-based planning and delivery of housing and homelessness services, and it governs most affordable housing in Ontario. Join us for an introduction to the Act, what it covers and how it applies to you.

Susan Wilkin, Manager, Rent Supplement,
Regional Municipality of Peel

503 Tendering: Tips and best practices

LEARN

Having a good tendering process in place ensures you get the best goods and services at the right time at the most favorable prices, while maintaining open, ethical and transparent processes. Learn current best practices for tendering in your work and have the opportunity to ask questions to ensure your process is as effective as possible.

Doreen Khatchadourian, P. Eng.,
Program Manager, Infrastructure Asset
Management, The Regional Municipality of York

504

Avoiding eviction: How to support challenging tenants

LEARN

In addition to their core mandate of providing affordable housing, today's non-profit housing landlords are often faced with the need to create a support network for tenants with complex barriers to maintaining a successful tenancy. These tenants may be fighting addiction, navigating the mental health systems, and/or engaging in dangerous or anti-social behaviours such as stealing, lying or hoarding. Join Rainy River District Women's Shelter of Hope to learn practical tips on how to effectively work with and support challenging tenants to avoid evictions whenever possible.

Susan Hanson, Transitional Housing and
Support Worker, Rainy River District Women's
Shelter of Hope

Donna Kroocmo, Executive Director,
Rainy River District Women's Shelter of Hope

Bev O'Flaherty, Maintenance,
Rainy River District Women's Shelter of Hope

505

Are you developing affordable housing? Learn the A-Zs with CMHC

LEARN

Hear the latest information from the Canada Mortgage and Housing Corporation (CMHC) about their Affordable Housing programs and learn how they can help take your affordable housing project from a vision to reality, including how to access funding to help cover the soft costs necessary to get you there. Also, gain knowledge and information about new CMHC studies and research material that includes: aging in place; accessible and adaptable designs; and passive housing design concepts. You won't want to miss this session!

Janet Sikiric, Consultant, Affordable Housing
Centre, CMHC

Jamie Shipley, Consultant, Knowledge Transfer
and Outreach, CMHC Ontario Region

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Sessions (continued)

1:30–2:30 p.m.

506



SHARE

End of debentures: Preparing for the new world

Federal providers are facing end of operating agreements, provincial reformed providers have upcoming end of mortgages, but Local Housing Corporations (LHC), who are the former provincial local housing authorities, face an end as well – the end of debentures. Learn what this means and how an LHC, another form of a community-based non-profit, is coping and evolving in a new world of housing administration and funding.

Darlene Cook, General Manager and CEO, Peterborough Housing Corporation

Jim Steele, CEO, Windsor Essex Community Housing Corporation

507



SHARE

The Hansen affordable housing development journey

The Hansen Development is a community-based housing initiative located in Brampton, owned by Supportive Housing In Peel (SHIP). It is a 205-unit, affordable housing tower built above two floors of retail and commercial space conceptualized and developed through collaboration between SHIP and the Region of Peel. Join these organizations as they discuss how teamwork contributed to the success of this project, how the model can be replicated, and the challenges and opportunities it has created within the community.

Laurie Ridler, Chief Executive Officer, Supportive Housing In Peel (SHIP)

Sue Ritchie, Manager, Human Services, Region of Peel

Keith Ward, Vice Chair, Board of Directors, Supportive Housing In Peel (SHIP)

508



SHARE

Promoting economic independence through increased minimum rents

Minimum rents are a contentious topic in the social housing sector. While minimum rents help to keep housing affordable, there is some concern that they may act as a disincentive for tenants to find work. Keen to break the intergenerational cycle of poverty and promote economic independence, the San Diego Housing Commission (SDHC) increased its minimum rents and, simultaneously, extended employment supports to tenants. Learn more about the initiative, the outcomes that it's generated for both the Commission and tenants, and lessons learned.

Stephanie Murphy, Director of Workforce and Economic Development, SDHC Achievement Academy

Azucena Valladolid, Vice President, Rental Assistance Division, SDHC

Sessions

1:30–4:30 p.m.

509



IMAGINE

Planning for the future of permanent supportive housing

Permanent supportive housing ensures that many vulnerable Ontarians have the support they need to achieve stable, successful tenancies. It also straddles three Provincial priority areas – health, housing and homelessness – all of which are in flux. Join fellow delegates and local and provincial stakeholders for a discussion about the future of Ontario's permanent supportive housing sector and help ONPHA identify priority areas for action in 2017.

John Wilson, Manager, Strategy and Advocacy, ONPHA (moderator)

Coffee break

2:30–3 p.m.



Sessions 3-4 p.m.

601 Unit inspections: How, when and why?



LEARN

Unit inspections are important for preventative maintenance and to ensure that your tenants are following their leases. Learn the rules around inspections, how to conduct them effectively and what to do with the information you collect.

Emma Lander, Coordinator, Member Services, ONPHA

602 Creating a road map to affordable housing development



LEARN

Are you interested in developing new affordable housing units? The City of Peterborough's Road Map for Housing Developers was created as a step-by-step guide to assist inexperienced property owners in developing multi-unit residential properties, including creating a business plan, various methods and style of design/construction, the process and phases of work, funding sources and more. Discover how Peterborough's Road Map can help drive the creation of more affordable housing in your community.

Craig J. Adams, C.E.T., rcsi, Capital Planning Analyst, City of Peterborough

Katherine Blackwood, CertCIH(Can), AIHM, Property Management, Kawartha Participations Projects

603 Lining up the ducks: Energy, occupant satisfaction and environmental performance in affordable multi-unit residential buildings



LEARN

This presentation will introduce the concept and benefits of Post-Occupancy Evaluation (POE) as applied to affordable housing projects implementing low-energy and sustainable design features. Hear firsthand experience from a housing provider that has recently completed a POE on a new affordable housing multi-unit residential building (MURB), and learn how POE help you make informed design improvements and benefit your organization.

Thomas Green, Senior Researcher, Sustainable Housing Policy and Research, Canada Mortgage and Housing Corporation (CMHC)

Raymond Sullivan, Executive Director, Centretown Citizens Ottawa Corporation

Sessions 3-4:30 p.m.

604 Financial dashboards and ratios



LEARN

Do you know how well your non-profit is doing financially? Your organization's financial statements are a treasure trove of valuable data. But what's the best way to get at it? Dashboards (graphical displays) and financial ratios are clear and concise, financial reporting tools that both small and large organizations can use to analyze their key information. Non-profit staff and boards will find this session invaluable as a way to evaluate operating and financial performance.

Ven Giannantonio, Director of Finance, Ottawa Community Housing

Liza Gowe, Finance, HR and Office Services Coordinator, ONPHA

605 Securing the future: Investing fundamentals for housing providers



LEARN

Effective management of capital and other reserves is more important than ever. Housing providers have access to limited new financial resources, and it is critical that financial staff and board members are equipped with the knowledge needed to make sound investments. This session is designed to provide an overview of investment concepts, including the different types of securities, asset classes and investment funds, as well as provide a better understanding of investment approaches, risk and volatility.

Derek Ballantyne, Chief Executive Officer, Encasa Financial Inc.

606 Hoarding: A holistic approach



LEARN

Hoarding is one of the most complicated challenges faced by housing providers and their tenants. Learn how to develop strategies for intervention and support from an experienced panel including a mental health worker, a housing provider and the fire department.

Heather Brown, Executive Director, Toronto Cat Rescue

Richard Grotsch, Manager, Integrated Pest Management

James Hind, Fire Inspector, City of London Fire Department

Megan Phillips, Owner, Program Coordinator and Counsellor, Integrated Hoarding Response



Sessions (continued)

3-4:30 p.m.

607

Connecting vulnerable tenants with the right care



LEARN

Where does an aging tenant with serious mental health challenges and active addictions go when they are no longer able to live independently? What support and housing options are available in a healthcare system that's already overburdened by demographic and cost pressures? Finding suitable long-term care or other high-support housing options for vulnerable residents who are aging-in-place and unable to live independently is a growing challenge for many organizations and communities. Join the Ontario Ministry of Health and Long-Term Care (MoHLTC) and Community Support Service (CSS) funded agencies in the Toronto Central Local Health Integration Network (LHIN), and hear about collaborative solutions that will help tenants find the right mix of housing and support.

608

Deciding the future of our assets



LEARN

The housing stock that providers operate today may not be what their community needs tomorrow. Aging assets new health, safety, and accessibility requirements and emerging tenant needs leave many boards, owners and property managers grappling with the decision to sell or reinvest in their assets. The Peterborough Housing Corporation (PHC) has developed the Capital Finance and Community Revitalization Plan that examines their entire housing portfolio, looking forward ten years into the future. Discover PHC's process, best practices and the lessons learned that you can incorporate in your capital planning.

Darlene Cook, General Manager and CEO, Peterborough Housing Corporation

Peter Robinson, Director of Corporate Assets, Peterborough Housing Corporation

609

Leading non-profit housing into the future



SHARE

For over 15 years, ONPHA has recognized leadership talents amongst its members through the Sybil Frenette Outstanding Leadership Award. Join recent award winners and sector leaders as they discuss how the non-profit housing sector has evolved over the years, and explore what qualities the next generation of leaders need to promote a healthy non-profit housing future.

Lorraine Bentley, Executive Director, Options Bytown Non-Profit Housing Corporation

Angie Hains, Executive Director, Ecuhome Corporation

Sharad Kerur, Executive Director, ONPHA (moderator)

610

Understanding legal capacity and consent



PRACTICE

How should housing providers work with vulnerable tenants that may refuse services, or are unable to consent? How is mental capacity assessed, and what should a provider do if a tenant's capacity is compromised? Explore these issues, learn the legal codes governing capacity and consent, and gain practical strategies for working with tenants with complex vulnerabilities.

Judith Wahl, LL.B., Executive Director, Advocacy Centre for the Elderly

611

Building sector competencies: Now and into the future



PRACTICE

As social housing in Ontario continues to work within a rapidly changing environment, it is important to ensure that new generations of board members and staff are equipped with the knowledge and skills to succeed. ONPHA's current research project is working to define non-profit housing standards and sector competencies, which are the skills, knowledge and attributes required to work within the non-profit housing sector now and into the future. This workshop will further develop this research, providing you with the opportunity to discuss in small groups and understand how it applies to your work.

Michelle Coombs, Manager, Member Services, ONPHA

Isaac Coplan, Education Services Coordinator, ONPHA





GALA RECEPTION & ONPHA GALA



Gala reception | 6–7 p.m.

Join us for drinks and merriment before the 2016 Gala – our night of celebration! Walk down the red carpet, enjoy live entertainment and get silly in our photo booth sponsored by Coinamatic.



ONPHA Gala | 7–9 p.m.

Let's celebrate together! The ONPHA Gala is the must-attend event of the conference, featuring a delicious three-course meal as well as lively entertainment.

Join your peers for an evening of fun and toast the 2016 ONPHA award winners who have made an outstanding contribution to the non-profit housing sector.

Presented at the Opening Plenary

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Presented at the Gala

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SESSIONS & ACTIVITIES BY DAY

SUNDAY NOVEMBER 6

Breakfast

8-9 a.m.

Sponsored by Yardi

ANNUAL GENERAL MEETING

9-10 a.m.



Start your morning with a hot buffet breakfast, then learn about the major directions and decisions that will guide ONPHA's future.

Voting members will help elect new members to the ONPHA Board of Directors, ensuring that ONPHA keeps working hard for you.

Registration begins at 8 a.m. One voting member per housing organization must register at the AGM registration desk.



CLOSING KEYNOTE

10-10:50 a.m.



We are happy to welcome **Neil Pasricha**, happiness expert and bestselling author of *The Book of Awesome* as our 2016 closing keynote!

A Harvard MBA, *New York Times* bestselling author, award-winning blogger, and one of the most popular TED speakers in the world, Neil Pasricha is "a piper of happiness". With infectious enthusiasm, heartfelt authenticity, and a "what works" authority, Pasricha connects with audiences and challenges them to elevate expectations of themselves and commit to the habit of creating happiness every day.

Pasricha travels all over the globe sharing messages on happiness to non-profits, Fortune 500 companies, and schools. In the past few years, he has spoken to over 200,000 people at hundreds of events, making him one of the world's most sought-after speakers.

His first book, *The Book of Awesome*, about appreciating small pleasures, is a runaway #1 international bestseller with millions shipped, and his new book, *The Happiness Equation: Want Nothing + Do Anything = Have Everything*, is also an international bestseller.

Pasricha delivers a blend of positive psychology trends, strategic frameworks, and contagious passion for workplace happiness.

Coffee and book signing

11-11:30 a.m.

Meet Neil Pasricha and have a book signed! Books will be available for purchase.

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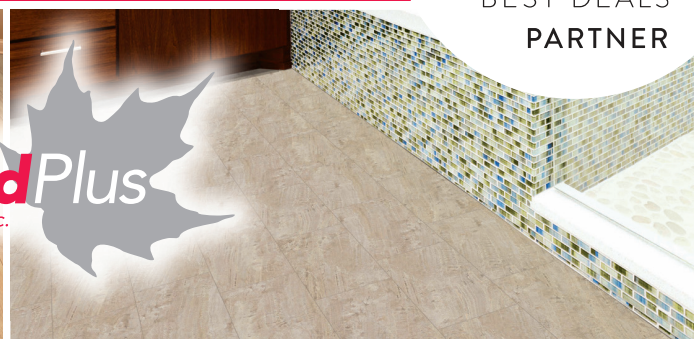
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TRAVEL & ACCOMMODATIONS

Accommodations

Sheraton Centre Toronto

123 Queen St. W., Toronto, ON M5H 2M9
1-800-325-3535

The Sheraton Centre Toronto is located in downtown Toronto across from City Hall and Nathan Phillips Square. It is linked underground to more than 10 kilometres of shops, restaurants and services, and has direct access to the Queen subway station. The majority of this year's sessions and events, including the Trade Show, will be located in this building. Bus tours and networking events will be off-site.

Group rate

We have negotiated a preferred rate at the Sheraton Centre Toronto valid until October 18, 2016 at 5 p.m. Single and double rooms will start at \$219 per night, plus taxes and fees. Book now, as limited rooms are available. Be sure to identify yourself as part of the Ontario Non-Profit Housing Association group or quote the group code **ONN01A**. Reservations can be made:

- online at <http://bit.ly/ONPHA2016>; or
- by phone at 1-888-627-7175.

The rate will be available for three days prior and three days after the conference date, subject to availability of guest rooms at the time of reservation. An early departure fee of one night's stay will apply if a delegate checks out prior to the confirmed checkout date.

Accessibility

Sheraton Centre Toronto is wheelchair accessible. Onsite signage will identify wheelchair accessible routes.

Travel

By public transit (TTC)

The hotel is located on the south side of Queen Street between Queen and Osgoode Stations. Direct underground access to the hotel is available from Queen Station. The Queen streetcar (route 501) also stops outside the hotel.

By car

From the west:

- Highway 401 to southbound Highway 427
- follow Highway 427 to the eastbound QEW / Gardiner Expressway
- exit at York St.
- travel north to Queen St. W.
- turn right, the hotel is on the south side

From the east:

- Highway 401 to the southbound Don Valley Parkway
- exit at Richmond St. and travel west to York St.
- the hotel is on the north side of Richmond St.

By train or coach bus

Union Station is a 10-minute walk away. The Toronto Coach Terminal is a five-minute walk. Both can be accessed underground.

By air

New in 2016, the UP express takes you from Pearson International Airport to Union Station in 25 minutes. Departure times are every 15 minutes. A one-way ticket for an adults costs \$12.00. Once at Union station, the hotel is a 10-minute walk away, or take the TTC to Osgoode Station. Pearson International is a 30-minute taxi ride (approximately \$60).

Billy Bishop Toronto City Centre Airport is a 10-minute taxi ride (approximately \$10). Porter Airline periodically offers great discounts on their flights. The best way to take advantage of this is to sign up for their promotional emails.

Parking

Sheraton Centre Toronto

Valet parking at the hotel is \$50 per day with in-and-out privileges and overnight parking. Parking is limited and available on a first-come, first-served basis.

Public Parking

There is a Green P parking garage located across the street from the hotel at 110 Queen St. W. (Nathan Phillips Square Garage). Rate is \$2.75/half hour with a day maximum of \$15 and a night maximum of \$6. There is an underground connection from the garage to the hotel, visit <http://bit.ly/1F5HFJ2> for details.

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(416) 932-2670 ext. 119



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Canada



CONFERENCE & REGISTRATION INFORMATION

REGISTRATION FEES



EARLY BIRD DEADLINE September 16, 2016

| | Full rate | Housing provider members | Service manager members | Tenants |
|----------------------------------|-----------|--------------------------|-------------------------|---------|
| Up to September 16 | | | | |
| Full conference only | \$885 | \$520 | \$615 | \$315 |
| Full conference with gala ticket | \$965 | \$600 | \$695 | \$395 |
| After September 16 | | | | |
| Full conference only | \$1,090 | \$640 | \$755 | \$315 |
| Full conference with gala ticket | \$1,170 | \$720 | \$835 | \$395 |
| Single day only | \$485 | \$335 | \$385 | \$165 |
| Single day with gala ticket | \$565 | \$415 | \$465 | \$245 |

REGISTRATION OPTIONS

Full registration without gala ticket

Your choice of sessions; access to the trade show; admission to the opening plenary and closing keynote; meals and coffee breaks provided.

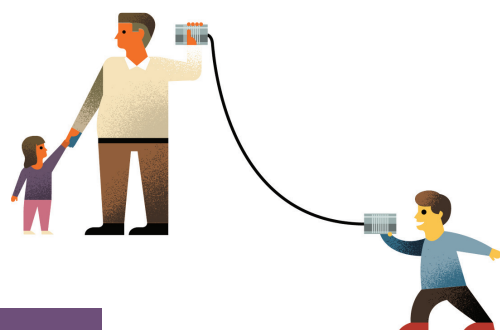
Full registration with gala ticket

Your choice of sessions; access to the trade show; admission to the opening plenary and closing keynote; meals and coffee breaks provided; and a reserved seat at the gala on Saturday, November 5.

Single-day registration

Friday, November 4 only: your choice of sessions; meals and breaks; admission to the opening plenary; access to the trade show.

Saturday, November 5 only: your choice of sessions; meals and breaks.



ENHANCE YOUR EXPERIENCE

Education Day

Education Day courses are not included in your conference registration. Sign up today to attend in-depth courses designed specifically for non-profit housing professionals. Breakfast or a coffee break is provided to all Education Day delegates, and lunch is provided to delegates registered for full-day courses. See the Education Day section on page 2 for details.

Gala ticket (\$80)

Attend a night of celebration! Join your peers to celebrate ONPHA's 2016 award winners, share a meal and enjoy live entertainment. Purchase additional gala tickets and bring a guest!

Networking events

Join your peers for a night out in Toronto! Events include: a show at Second City; a night with sharks at Ripley's Aquarium, and more! We've made it easy by organizing group rates for you. Limited tickets are available so register early. Pricing varies from \$20-\$50.

Guest pass (\$250)

Bringing a friend or loved one to the conference? Buy them a guest pass, which enables them access to all conference meals and breaks, as well as the opening plenary, closing keynote and trade show.

HOW TO REGISTER

Fast and easy online registration is available at www.conference.onpha.on.ca. In addition to saving time and effort, online registration offers safe, secure and fast payment options (invoice, cheque or credit card) as well as the opportunity to select your gala seat and modify your conference registration at any time! Online registration closes October 17, 2016.

Register online in five easy steps!

1. Login with the email address ONPHA has on record or your username and password. Don't have an account with ONPHA? Contact us at conference@onpha.org or 416-927-9144 (toll-free 1-800-297-6660).
2. Select your registration options.
3. Select sessions and events.
4. Select gala seats, if applicable.
5. Select a payment method and make the payment.

Online group registrations

Registering a group online is easy. Take care of everyone's conference registrations by following these simple steps:

1. Collect everyone's ONPHA usernames and passwords or email addresses. If they don't have an account with ONPHA already, contact our conference staff at conference@onpha.org.
2. Register yourself using the five easy steps outlined previously.
3. Once you are registered, you'll be asked if you want to register others. Create new registrations by entering the other delegates' usernames and passwords or email addresses.

Printed forms can be faxed to 416-927-8401 or mailed to ONPHA at 400-489 College St., Toronto, ON M6G 1A5.



Contact our conference staff with any conference, trade show and registration questions. Call 416-927-9144 (toll free 1-800-297-6660) or email conference@onpha.org

CONFERENCE POLICIES

Scent-free policy

To accommodate individuals with asthma, allergies and severe environmental/chemical sensitivities, ONPHA strives to provide a scent-free environment. Delegates and guests are asked to refrain from wearing fragrances and scented personal care products at the ONPHA Conference and Trade Show. This includes perfume, cologne, aftershave and scented hair products. Your cooperation is greatly appreciated.

Cancellation and refund policy

A refund, minus a processing fee of \$75, will be provided for cancellations received in writing no later than October 17, 2016. No refunds will be issued thereafter. Substitutions are permitted at no cost. Please contact the conference team at conference@onpha.org for cancellations or substitutions. All refunds will be issued after the conference, the week of November 14, 2016.

Privacy policy

The information collected from your registration will be used by ONPHA for conference purposes only.

Interested in staying connected with fellow delegates, sponsors and/or exhibitors after the conference? People you meet may offer the resources needed for your next project. Be sure to add your name to the conference delegate list by selecting this option upon registration.

Green policy

ONPHA is committed to reducing its carbon footprint at the conference. This registration guide is also distributed electronically and can be accessed on our conference website at www.conference.onpha.on.ca. You can also create your own agenda with our new online registration tool. Similarly, workshop handouts will be available online following the conference. This will help us save paper and reduce the impact on the environment.

The hardcopy version of this guide is printed using a waterless printing process, which eliminates the use of vast amounts of water and the need to dispose of tainted water.

Our venue will not provide paper and pens to conference attendees as they often end up unused and thrown out. ONPHA advises all conference attendees to bring their own note-taking devices.

Accessibility and accommodation

ONPHA is committed to trying to eliminate barriers and improving accessibility for all delegates. If you require any assistance or accommodation to participate in the conference, please let us know in the online registration form or on the registration form in this brochure. Our conference team will follow-up on your request.



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or visit www.yardi.com/socialhousing.

2016 ONPHA CONFERENCE REGISTRATION FORM

Register online quickly and easily at www.conference.onpha.on.ca for both conference and education day sessions. **Use this form only for mailing and faxing.** Fill out one form for each delegate and send to 400-489 College St., Toronto, M6G 1A5 or fax to 416-927-8401.



Register online **before September 16** for your chance to win a free night at the Sheraton Centre Toronto! Visit www.conference.onpha.on.ca for details.

DELEGATE INFORMATION

First name _____ Last name _____
 Organization _____ Title _____
 Address _____
 Email _____ Phone _____
 Dietary restrictions _____ Accessibility/accommodations needed _____
 Are you a member of CIH (Chartered Institute of Housing)? Yes No

CONFERENCE REGISTRATION FEES Check (✓) option **EARLY BIRD DEADLINE September 16, 2016**

| | Full rate | Housing provider members | Service manager members | Tenants |
|--|----------------------------------|----------------------------------|--------------------------------|--------------------------------|
| | w/ gala ticket | w/ gala ticket | w/ gala ticket | w/ gala ticket |
| Full conference (early bird) | <input type="checkbox"/> \$885 | <input type="checkbox"/> \$965 | <input type="checkbox"/> \$600 | <input type="checkbox"/> \$315 |
| Full conference (after Sept. 16) | <input type="checkbox"/> \$1,090 | <input type="checkbox"/> \$1,170 | <input type="checkbox"/> \$720 | <input type="checkbox"/> \$315 |
| Single day <input type="checkbox"/> Fri <input type="checkbox"/> Sat | <input type="checkbox"/> \$485 | <input type="checkbox"/> \$565 | <input type="checkbox"/> \$415 | <input type="checkbox"/> \$165 |

Note: When using this form for gala tickets, gala seats will be assigned by ONPHA. If bringing a guest, additional gala tickets must be purchased.

CONFERENCE SESSION CHOICES Check (✓) the session track and indicate session number for each time slot

| FRIDAY NOVEMBER 4 | | SATURDAY NOVEMBER 5 | | | |
|--|---|---|---|---|---|
| 1 Session # _____ | 2 Session # _____ | 3 Session # _____ | 4 Session # _____ | 5 Session # _____ | 6 Session # _____ |
| <input type="checkbox"/> 1-2 or 2:30 p.m. | <input type="checkbox"/> 3-4 or 4:30 p.m. | <input type="checkbox"/> 8:30 or 9-10:30 a.m. | <input type="checkbox"/> 11 a.m.-12 p.m. | <input type="checkbox"/> 1:30-2:30 p.m. | <input type="checkbox"/> 3-4 or 4:30 p.m. |
| <input type="checkbox"/> 1:30-3:30 p.m. Bus Tour 1 | | <input type="checkbox"/> Session 312 9 a.m.-12 p.m. | <input type="checkbox"/> 10 a.m.-12 p.m. Bus Tour 2 | | <input type="checkbox"/> Session 511 1:30-4:30 p.m. |

| EDUCATION DAY REGISTRATION & COURSE SELECTION | | Full rate | Housing provider members | Service manager members |
|--|---|--------------------------------|--------------------------------|--------------------------------|
| <small>Check (✓) option. *Register for both half day sessions and get the reduced full day rate.</small> | | | | |
| E1 | Developing your best asset: Human resources (full day) | <input type="checkbox"/> \$399 | <input type="checkbox"/> \$169 | <input type="checkbox"/> \$259 |
| E2 | Capital plans that work (full day) | <input type="checkbox"/> \$399 | <input type="checkbox"/> \$169 | <input type="checkbox"/> \$259 |
| E3 | Conflict resolution and de-escalation for non-profit housing providers (full day) | <input type="checkbox"/> \$399 | <input type="checkbox"/> \$169 | <input type="checkbox"/> \$259 |
| E4 | Past, present and future: Social housing in Ontario (full day) | <input type="checkbox"/> \$399 | <input type="checkbox"/> \$169 | <input type="checkbox"/> \$259 |
| E5 | The how to's of rent-geared-to-income (HSA) (half day)* | <input type="checkbox"/> \$199 | <input type="checkbox"/> \$89 | <input type="checkbox"/> \$169 |
| E6 | Loss of RGI subsidy: The absolutes and areas of discretion (half day)* | <input type="checkbox"/> \$199 | <input type="checkbox"/> \$89 | <input type="checkbox"/> \$169 |

ENHANCE YOUR EXPERIENCE

- Guest pass** \$250 (does NOT include sessions and Gala)
- Gala ticket** \$80 (seats will be assigned by ONPHA)
- Education Day lunch** \$60 (available to half-day registrants)

NETWORKING EVENTS

- Sharks After Dark** \$22.48
- Young professionals event**
- Second City** \$26
- Dinner at O.Noir**
- two-course meal \$38
- three-course meal \$46

PAYMENT INFORMATION Subtotal: _____ + HST (13%): _____ = Total \$

Cheque enclosed (payable to **Ontario Non-Profit Housing Association**)
 Credit Card: VISA MasterCard Card number: _____ Expiry Date: ____/____
 Name (please print as it appears on card): _____ Signature: _____

HST #21266043RT | Ontario Non-Profit Housing Association will appear on your credit card statement.

WAIVER & RELEASE

- Does ONPHA have your consent to use and publish photos and videos of you in our promotional materials? Yes No
 Does ONPHA have your consent to include your name and contact details in the conference delegate list? Yes No

You are invited
TO THE **2016 ONPHA GALA**
A NIGHT OF CELEBRATION!



*Toast the 2016 **ONPHA** award winners at the must-attend event of the weekend, and enjoy a delicious **three-course meal** and **live entertainment**.*

SATURDAY, NOVEMBER 5

RECEPTION | 6-7 P.M.

GALA | 7-9 P.M.

TICKETS | \$80

Tickets can be purchased at time of registration.